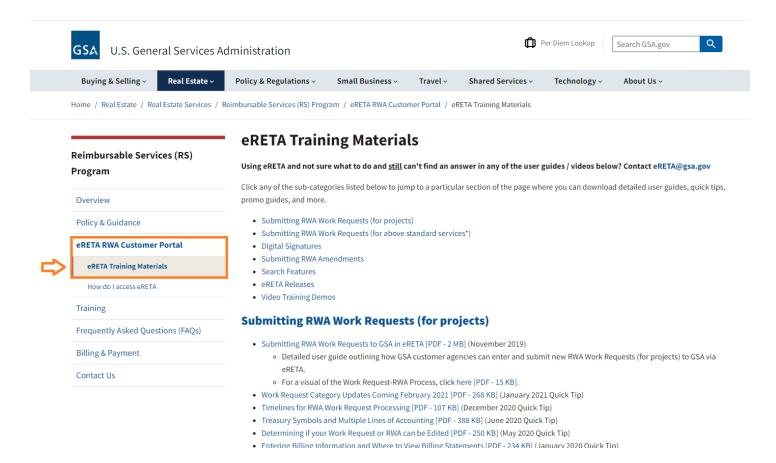
Spring FoRWArd with eRETA!

Not sure how to do something in eRETA? We have plenty of resources to help you find what you need. Find them anytime by visiting www.gsa.gov/ereta and going to the "eRETA Training Materials" page located on the left navigation bar.

Questions on any of the following functions in eRETA?

- Submitting RWA Work Requests (for projects)
- Submitting RWA Work Requests (for above standard services like overtime utilities or janitorial services)
- Digital Signatures
- Submitting RWA Amendments
- Search Features

Visit www.gsa.gov/ereta and click on the "eRETA Training Materials" page (located on the left navigation bar - see below for reference) and you'll see the page is broken down by the categories listed above, each of which has detailed user guides, Quick Tips (like this one) and much more to help you. If you cannot find what you are looking for, try using CTRL+F to search for resources that may help you. For example, if you need help with Treasury Symbols, you could, press CTRL+F and type "Treasury" which will come up with several resources related to Treasury Symbols.



Still can't find what you need after visiting the "eRETA Training Materials" page at www.gsa.gov/ereta?

If you still can't find what you need, contact eRETA@gsa.gov and we will be happy to assist. Your questions give us insight into what we can train and communicate more effectively. While we will no longer be releasing these Quick Tips on a monthly basis, we encourage you to send your questions so we can develop future training resources to ensure your agency has the resources it needs to best manage its RWA portfolio.

Project-specific questions (e.g. scope of work, schedules, estimates, etc.)?

Project-specific questions would be best answered by the GSA PM/POC associated with your Work Request / RWA, or by the Regional RWA Manager. You can find your GSA PM/POC in eRETA, located on the Customer Information tab of every WR/RWA. Alternatively, you can find your Regional RWA Manager by visiting www.gsa.gov/ereta and clicking on the "Contact Us" page (located on the left navigation bar).

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BONUS KNOWLEDGE: Training, training and more training!

The FY2021 Training Plan will include a mix of eRETA and RWA Policy and Process training sessions.

- eRETA Digest
 - o May 11th: 1-2:30pm ET
- RWA Policy
 - This course will be offered as part of GSA's Customer Forum in June 2021. Visit www.gsa.gov/ces for more details!

Questions about eRETA or RWAs that you cannot find on www.gsa.gov/rwa? Email eRETA@gsa.gov for eRETA system-related questions or AskRWA@gsa.gov for general RWA-related questions.